BRILLIANCE 3.0

USER MANUAL

UM_EN

Part No.: 1704041_06

COFFEE QUEEN ORIGINAL

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Hazard intensity levels

There are three different levels of hazard intensity, identified by signal words DANGER, WARNING and IMPORTANT. The level of hazard is determined by the following definitions.

Observe the statements to ensure safety, performance, prevent injury and machine damage.

Important:

Alerts against unsafe practices. Observe to ensure drink quality, machine performance, food safety, to prevent minor personal injury or damage to the machine.

WARNING!

Indicates a potentially hazardous situation which, if not avoided, could result in scalding, serious injury and even death.

DANGER!

INDICATES A IMMINENTLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, WILL RESULT IN SERIOUS INJURY AND EVEN DEATH.

Note:

Gives additional information which may be helpful during the cleaning procedure or operation of the machine.

Introduction

Thank you for choosing a BRILLIANCE 3.0 vending machine.
We hope you enjoy it !

- Read the user guide before using the machine.
- This guide contains important instructions for proper and safe use of the vending machine.
- Always keep this guide close at hand for future reference.

Warnings

- Never immerse the machine, plug or mains cable in water because there is a danger of electric shock.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.
- Do not use the machine if the mains cable, plug is damaged or the machine has fallen down.
- If the mains cable is damaged it must be replaced by the manufacturer, service agent or similarly qualified persons in order to avoid a hazard.
- Only plug the machine into a properly installed earthed safety socket whose line voltage matches the technical data for the machine.

Precautions

- Do not use the machine outdoors so it can be exposed to weather (rain, snow, frost). It will cause material damage to the machine.
- Do not try to open the machine or repair it in any way. To avoid danger only have the machine repaired in a technical workshop, Service Centre or by a qualified person.
- Remove the mains cable from the socket when the machine is not in use for longer periods. To do this, pull the plug not the cable.
- This appliance must be placed in a horizontal position which is resistant to any water that may leak.
- Place the machine out of the reach of children.
- Position the mains cable so that people cannot trip over it. Keep it away from sharp edges and heat sources.
- The new hose-sets supplied with this appliance are to be used, old hose-sets must not be re-used.
- This appliance is not suitable for installation in an area where a water jet could be used.
- This appliance must not be cleaned by a water jet.

Intended use

- This appliance is intended to be used in household and similar applications such as:
  - Staff kitchen areas in shops.
  - Offices and other commercial working environments.
  - On agricultural estates.
  - By clients in hotels, motels and other residential type environments.
  - Bed and breakfast type environments.
- For the optimal performance of the machine these parameters shall not be exceeded:
  - Maximum permissible inlet water pressure : 800KPa (8Bar)
  - Minimum permissible inlet water pressure: 200KPa (2Bar)
  - Maximum working temperature: 40 °C
  - Minimum working temperature: 10 °C

Facts & weight

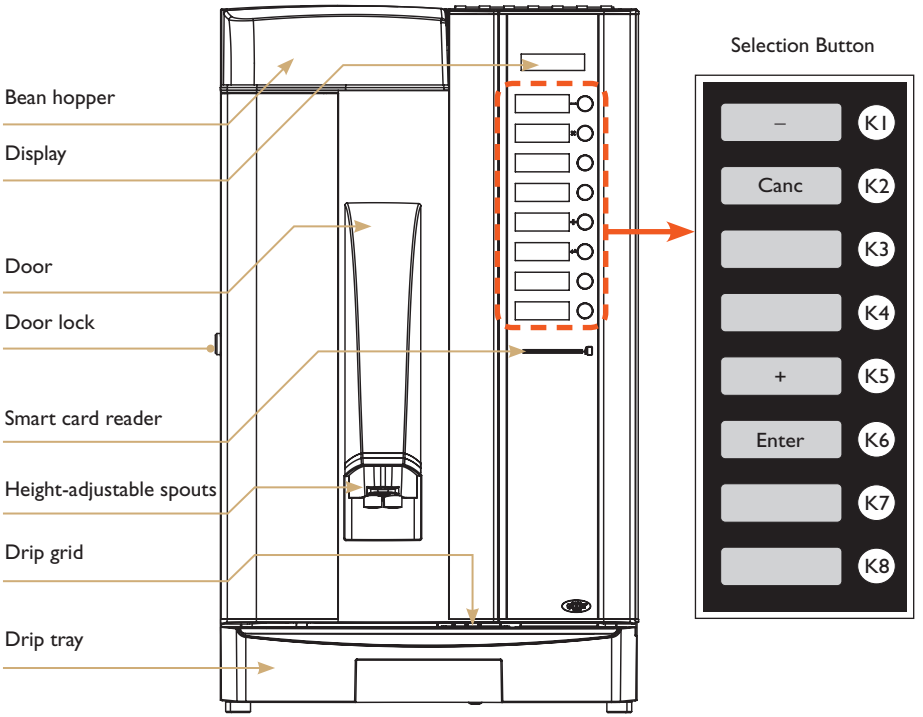
FACTS	VIBRATION PUMP 2.0	ROTARY PUMP (RP)
Built-in grinder	Yes	Yes
Function for selecting jug	None	None
Drink options	8	8
Ingredient canister	2	2
Bean hopper	1	1
Brewing mechanism	Yes	Yes
Cleaning function by smart card	Yes	Yes
Electronic temperature control	Yes	Yes
Adjustable coffee strength	Yes	Yes
Illumination of cup during brewing	None	None
Waste box	~ 75 espresso pucks	~ 75 espresso pucks
Base cabinet: large grounds container	Option	Option
Energy saving mode	None	None
Height, Width, Depth	664, 394, 474mm	664, 394, 474mm
Air break tank	Yes	None
Boiler tank	0.7 L	0.7 L
Power supply (standard)	220-230VAC, 50/60Hz/1500W	220-230VAC, 50/60Hz/1500W
Power supply (option)	110VAC, 50/60Hz/1000W	110VAC, 50/60Hz/1000W
Cold water connection	½" External thread	½" External thread
Water purification filter	None	None

MODEL/NAME	WEIGHT
BRILLIANCE 3.0	35kg(Empty) / 39kg (Full)

Noe:
To determine what power supply the machine uses, please check power label at the back of the machine.

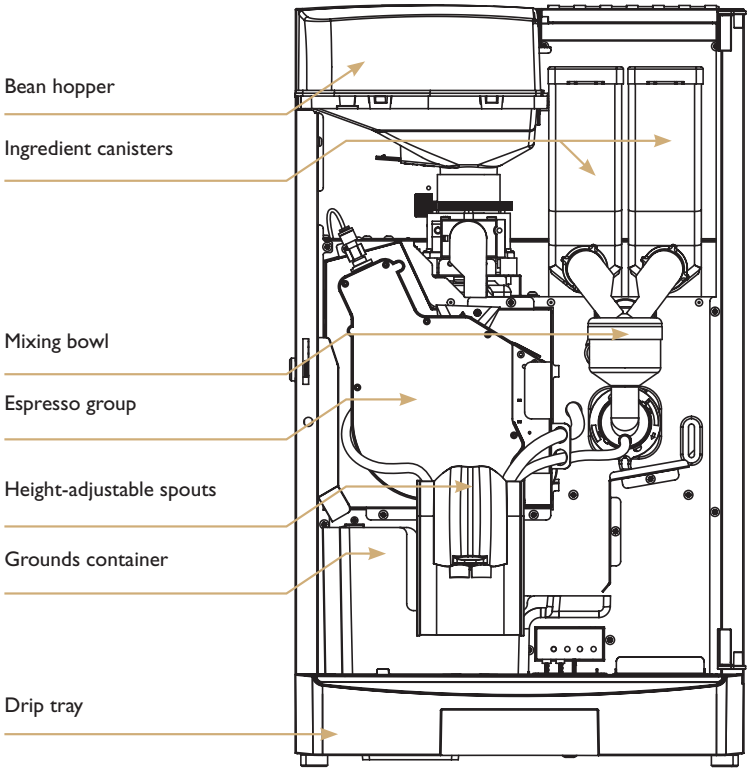
Front exterior

Eight buttons are available to select 8 different beverages. Some of these buttons have additional functions as below (while in settings menu, which is not covered in this user manual but refer to the technical manual.



BUTTON	SUPPLEMENTARY FUNCTION	FUNCTION
K1	-(Minus)	Decreases the value or changes to previous selection
K2	Canc	Cancel selection and/or exit to previous menu
K5	+(Plus)	Increases the value or changes to next selection
K6	Enter	Confirms selection

Front interior



Ingredient canisters

DETAIL	INGREDIENTS	WIDTH	DEPTH	HEIGHT	CAPACITY	CUPS/ UNIT
Bean Hopper	Beans	----	----	----	~2kg	~250 cups
Canister	Chocolate	65mm	165mm	250mm	~1kg	~50 cups
Canister	Milk/Topping	65mm	165mm	250mm	~0.6kg	~75 cups

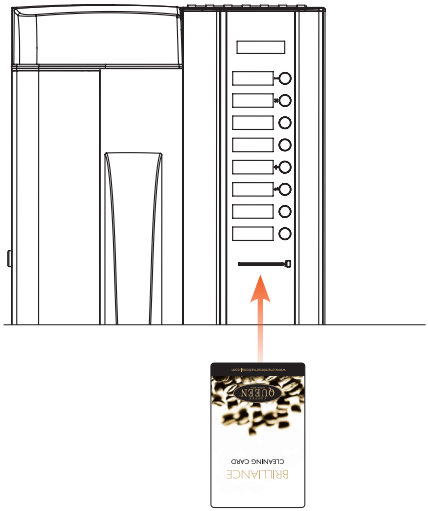
Cleaning card

- Cleaning card

Face

Back

- Is used for cleaning of the machine. Cleaning card is supplied by your dealer.

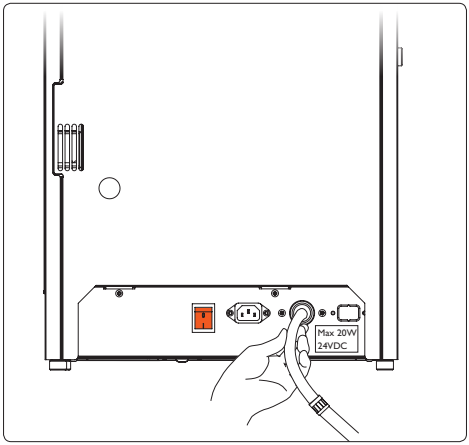


- Insert cleaning card with the chip in, according to the figure.

Suitable locations

- This vending machine is not suitable for operating outdoors.
- It should be installed in dry locations, since excessive humidity will affect the dispensing.
- When installing the machine near a wall, the fan in the back of the machine should have enough space of at least 10cm to ensure proper airflow.
- Do not cover the machine with plastic film or cloths.

Water connection



- After unpacking the machine and placing it in its final location, please level the machine by turning its rotating feet.
- Connect the machine to a drinkable water supply with pressure ranging from 2 and 8 bars.
- Please make sure that the water hose is not bended so the water flow is blocked.

Electrical connection

Connect the machine to a grounded connection of 230VAC 50Hz/60Hz or 110VAC 50/60Hz (depending on the model); check the adequate voltage and frequency at the back of the machine.

Initialization

When the machine is delivered from the factory, neither the boiler nor the air-break tank (a small deposit inside the machine) is full of water. So before the machine can be put into service, the system has to be filled up. Every time the main switch in the back of the machine is switched on, the following initialization process takes place:

- Check air-break and open the inlet valve to fill water if not full. If the machine does not dectec that the air break is full within a certain time, display will show "Time Out Alarm – Filling Up". (just for vibration pump version)
- Check that water tap is turned on and you have water preassure to the machine, make sure the water hose isn't bended.
- The espresso group will make a complete cycle. Some water will drip from the front outlet when full. This is normal.

- Heating element will start to heat up and the display will show "Temp. Low"

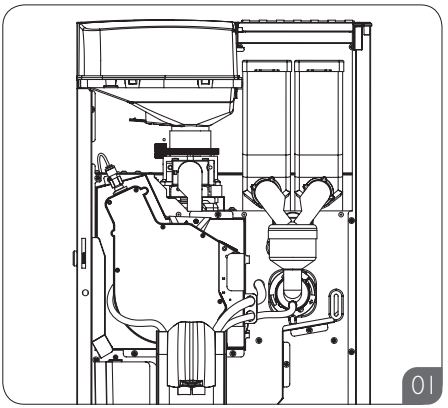
- After some time, if all the above 4 steps has completed successfully the display will show "Select Beverage".

For an explanation of what to do if any alarm shows in the display, please refer to page 23-25.

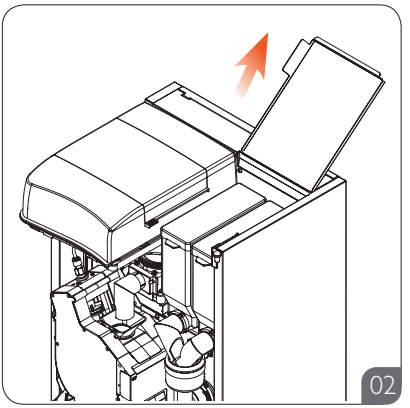
Water softener

It is strongly recommended to use a water softener in order to extend the life of the machine as well as dispensing high quality drinks. This will remove particles in suspension from the water supply, and avoid lime scale to build up in the heating element and boiler walls, which will cause further problems.

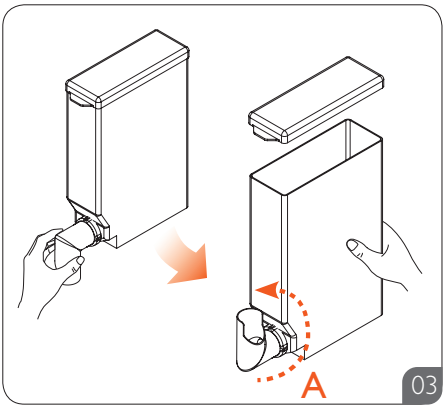
Fill ingredient canisters



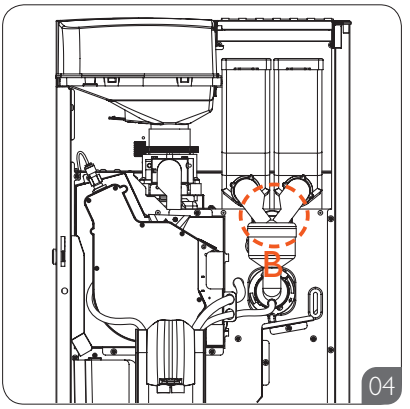
▲ Open the door



▲ Open the top lid



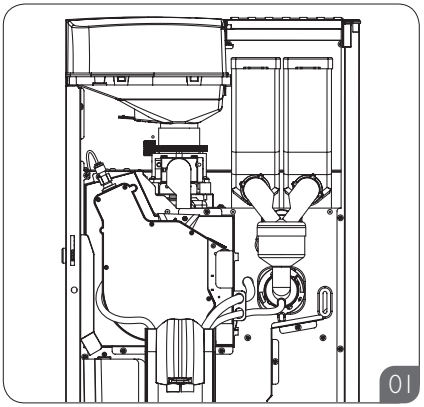
▲ Remove the ingredient canisters to avoid spilling in the machine and fill with ingredients. When filling the ingredients, keep the opening of the canister chute upwards (A).



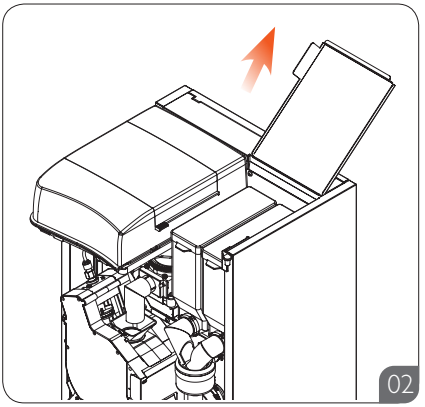
▲ Reassembly canisters.
When placing the ingredient canisters, Ensure that the openings of the canister chutes point down toward the mixing bowl (B).

Note:
Always use soluble powder drinks suitable for vending machines. Using unsuitable ingredients will cause the mixer to clog.

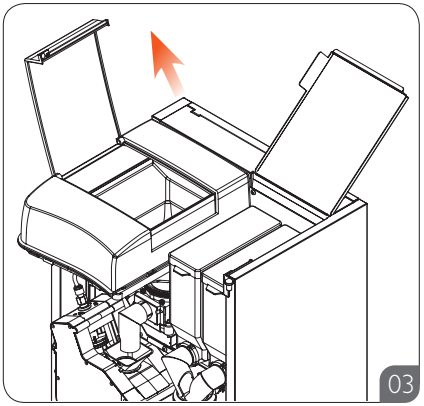
Filling bean hopper



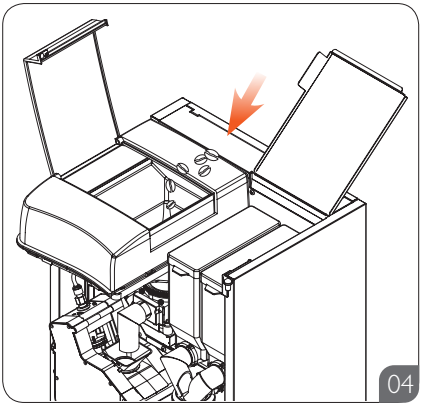
▲ Open the door



▲ Open the top lid



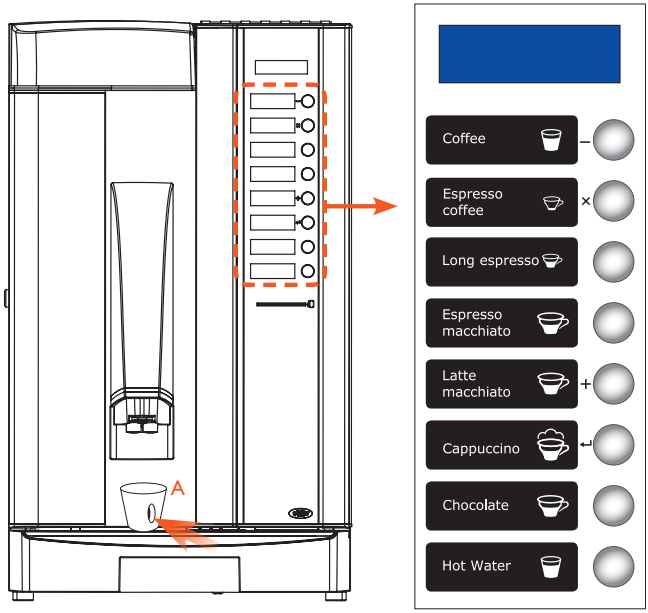
▲ Open the lid of the bean hopper



▲ Fill the bean hopper with freshly roasted coffee beans without additives.

Note:
Always use high quality beans in order to produce good quality espresso coffee.

Brewing a cup of espresso



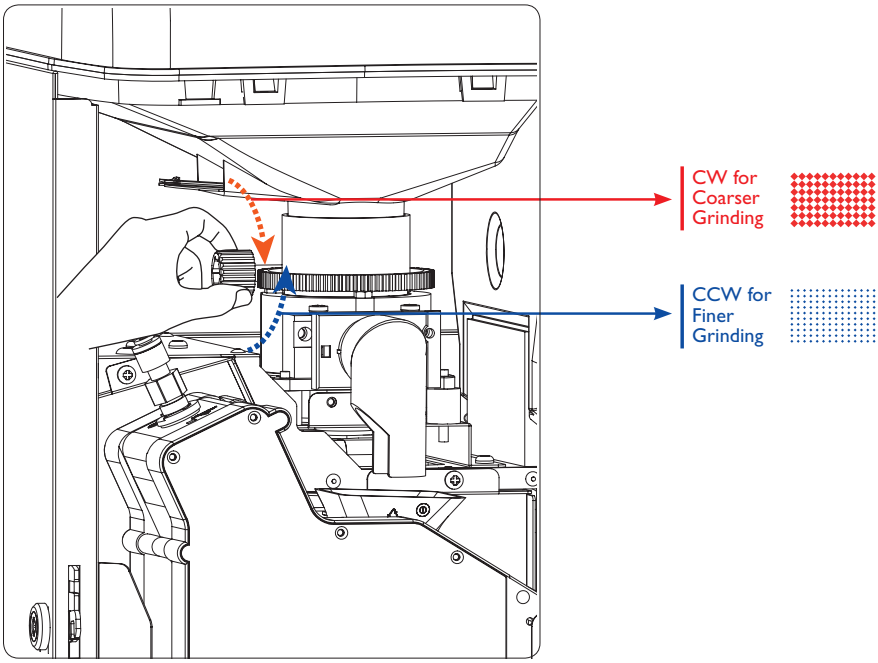
- Place a cup under the outlet for hot drinks.(A)
- The display shows: **Select Beverage**
- Select espresso by pressing the button for Espresso coffee

  The display shows: **Brewing in Progress** and the brew process starts.
- Wait until the text **Brewing in Progress** has disappeared from the display

  and is showing **Take Cup** before removing the cup.

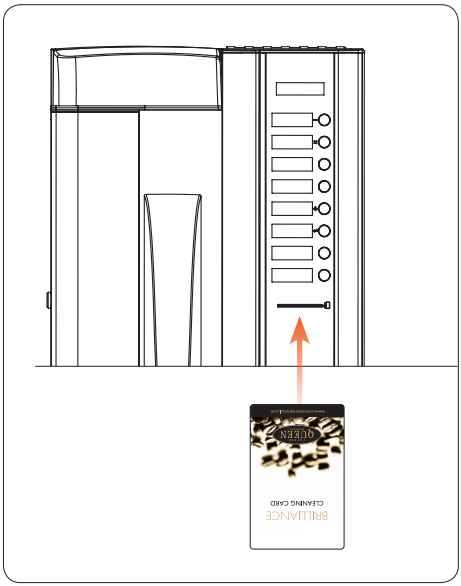
Grinder adjustment

- The grinder adjustment can be easily reached through the space left between bean hopper and the chassis.



- To adjust the coarseness, please rotate the adjuster counterclockwise for finer grinding, or clockwise for coarser.
- Take into consideration that after the adjuster is moved, the effect is not immediate; it takes about 3 espresso cycles for the new cofee grounds to reach the outlet of the doser. So to test the new adjustment, observe the third or fourth espresso after the change.
- The finer the grinding, the slower the espresso will come out, and longer time will be needed for the extraction of the espresso and vice versa.

Rinsing

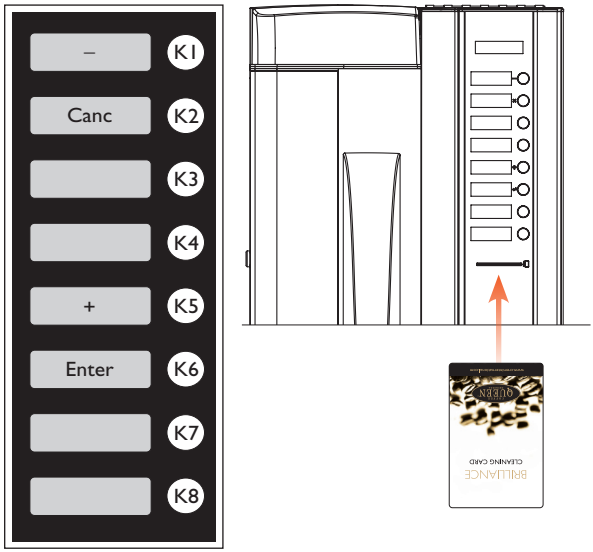


Rinsing

- This rinsing function allows for an easy cleaning of the outlets of the machine. Rinsing is recommended at least once a week, but preferable every day, especially if used in high consumption environments. This software routine flushes the different outlets of the machine, Starting with the mixing system and finishing with the espresso group.
- Place a cup under the outlet after, Insert the cleaning card in the card reader, the display will show: "Rinsing" .
- Just press, "Enter" to run this function, and wait until the cycle is finished. Take into consideration that the door of the machine has to be closed (as long as it is open, the cleaning will not start). The process can be canceled by pressing "Canc". When the routine has finished, the machine will return into service and the message "Select Beverage" will show on the display. This function takes about 1min 45secs, and uses aprox. 150ml of water.

Weekly Cleaning

Cleaning with tablets

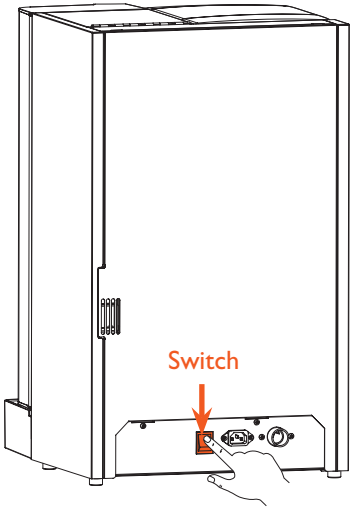


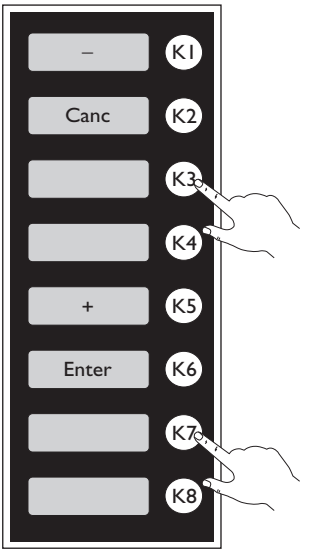
Cleaning with tablet

Open door add tablet

- Insert the cleaning card in the card reader with the chip downwards, toggle through the menus using "-" or "+" until "Cleaning with tablet" is shown on the display, press "Enter" to start the operation.
- Remove the cleaning card when the display shows "Open door add tablet". The display on the machine gives you step-by-step information of what to do. The function cleans the inside of the espresso group, the filters and pipes.
- The cleaning programme takes about 10 minutes and about 1 litre of water mixed with detergent comes out from the drain.
- Finally, make one cup of coffee and throw it away

Launching the rinsing without cleaning card



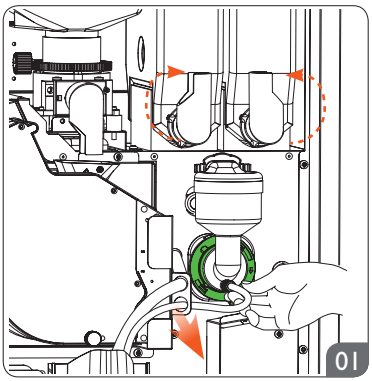


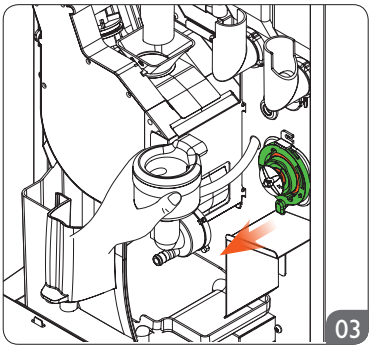
The execution of the rinsing can be launched without having to open the door of the machine. As to do that :

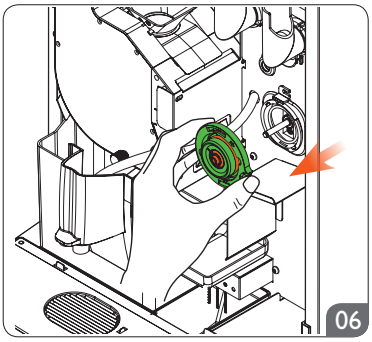
- Turn off power to the machine from its main switch.
- With its door closed, turn on the machine, and simultaneously keep the buttons K3 & K7 pressed. The rinsing process will begin shortly.
- When finished, the machine will enter the normal functioning mode.

Weekly Cleaning

Disassemble mixing system



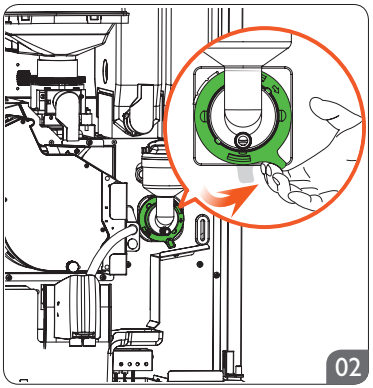




▲ Pull the mounting plate straight out.

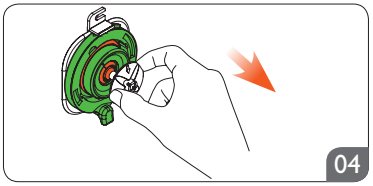
◀ Rotate the canister chutes so they point upwards and pull out the outlet hose.

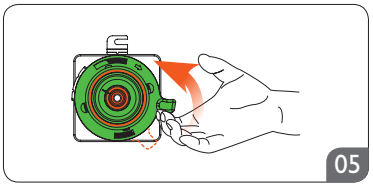
▼ Turn the mounting plate lever anticlockwise.



◀ Loosen the mixing bowl by pulling it straight out.

▼ Loosen the whipper by pulling it straight out.



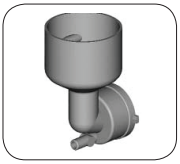


▲ Loosen the mounting plate. Turn the lever anticlockwise, until it stops.

Reassemble mixing system
See the next page

Weekly Cleaning

Wash these parts


Mixing bowl

Condensation trap

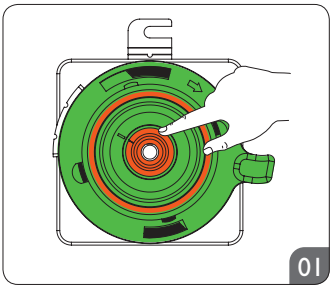
Mounting plate

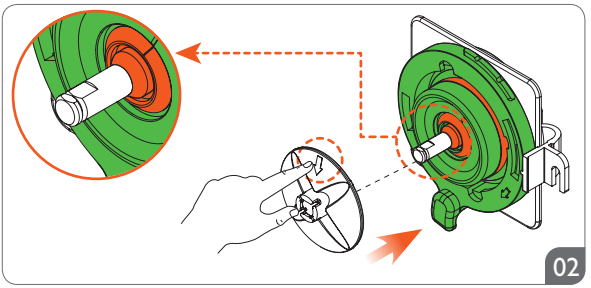
Whipper

Clean with a moist cloth and wipe dry.

Note:
All parts must be dry before reassembly.

Reassemble mixing system

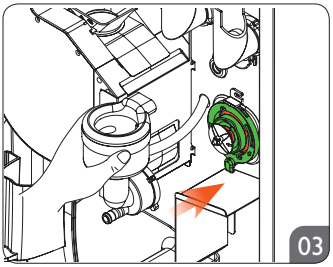


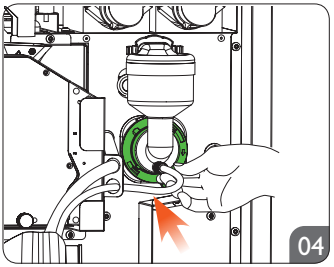


Important:
Check all seals (red) before reassembly of parts.

▲ The flat side of the whipper shaft must correspond with the marked arrow on the whipper.

To fit the whipper push onto the shaft until a click sound can be heard. It is only possible to assemble the whipper in one way.





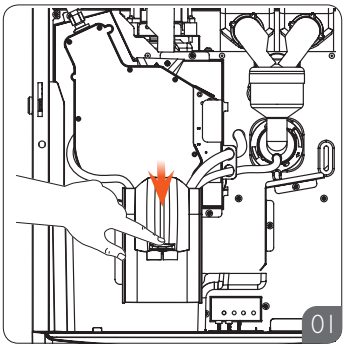
Note:
Ensure that all water hoses have been connected and fitted.

▲ Fix the mixing bowl and condensation trap. Push-fit the mixing bowl and fix with lever.

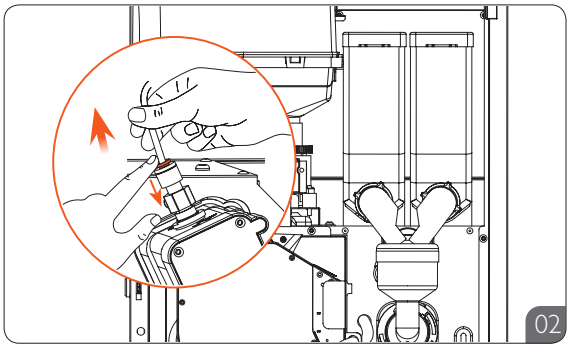
▲ Connect the outlet hose.

Disassemble the espresso group

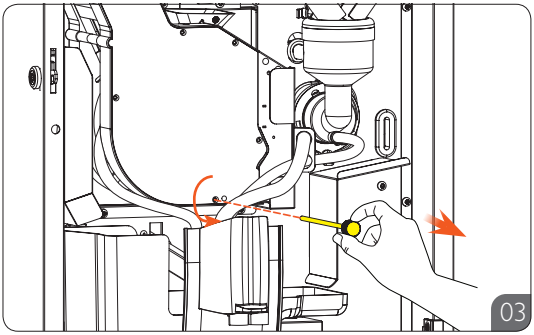
To remove the espresso group follow the following steps:



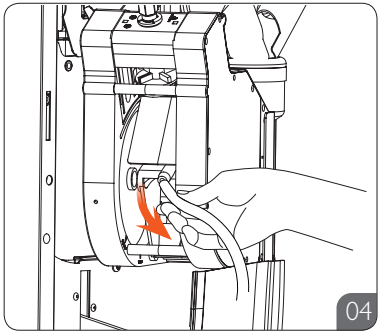
▲ Open the door and push down the outlet beam.



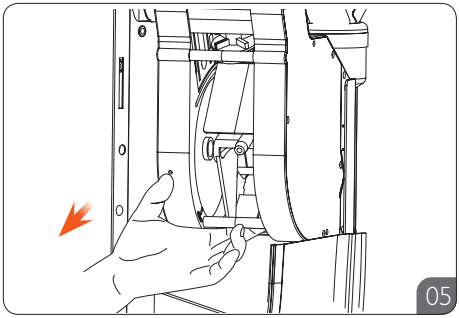
▲ Press down the safty ring on the connector simultaneously pull the teflon tube straight up.



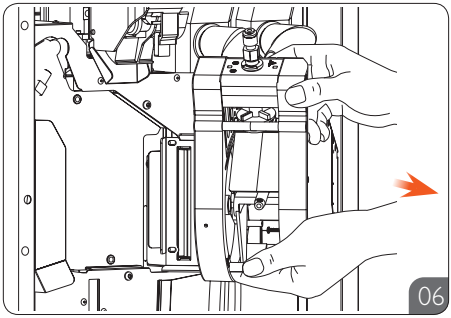
▲ Loosen the fixation screw at the bottom of the brewer.



▲ Loosen the outlet tube from the brewer by pulling it straight out.



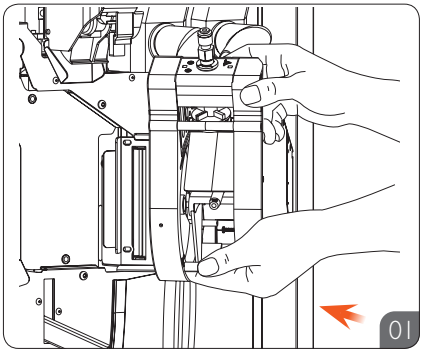
▲ Put your hand under the brewer, push up and forward at the same time until the brewer is detached at the back.



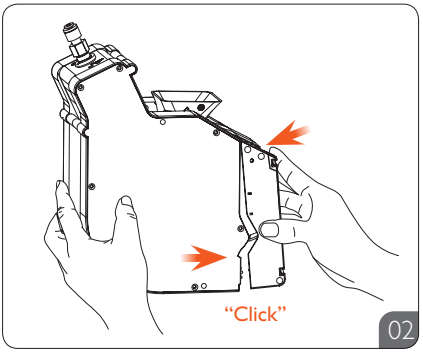
▲ Pull the brewer straight out.

Reassemble the espresso group

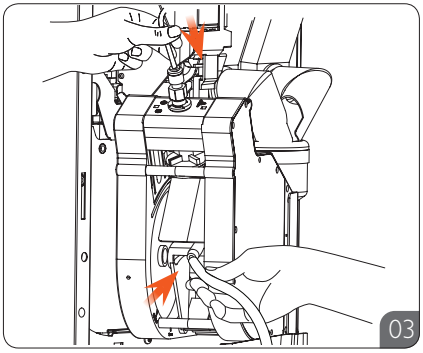
To reassemble the espresso group follow the following steps:



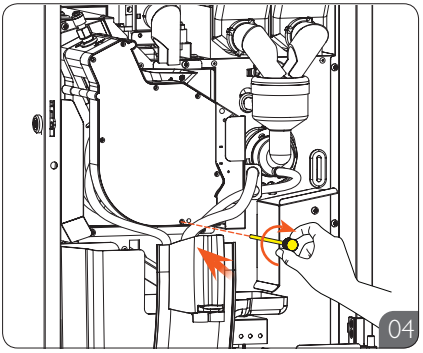
▲ Replace the brewer in front of the gearbox.



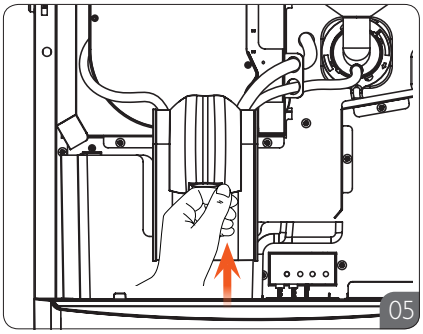
▲ Attach top part at the back of the brewer to the hooks on the gearbox. push in the bottom part untill a click is felt.



▲ Reconnect inlet and outlet tubes.



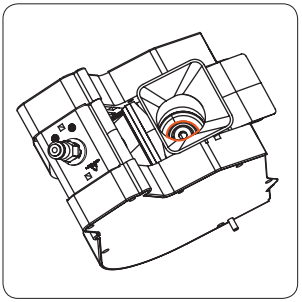
▲ Push in the brewer to original position and fasten the fixation screw.

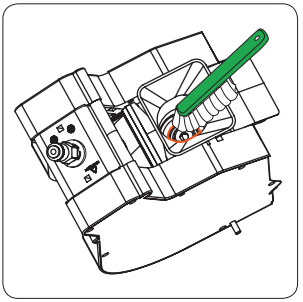


▲ Push up the outlet beam to the original position.

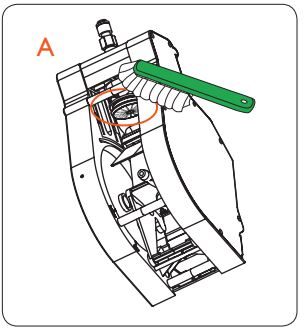
Cleaning the espresso group

- First, remove the espresso group from the machine as explained earlier in this manual. Then proceed to clean it with neutral detergents (avoid solvents that could damage paint or plastics). Disinfectant products as Chlorine-detergents are preferred.
- The producer declines all responsibilities due to the use of caustic/aggressive detergents.

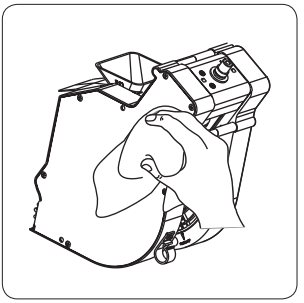




Important:
Turn the group upside down to clean the upper filter of the espresso chamber. (See fig. A)

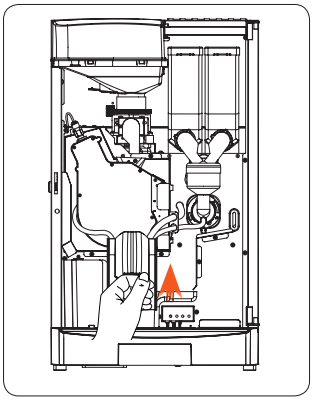


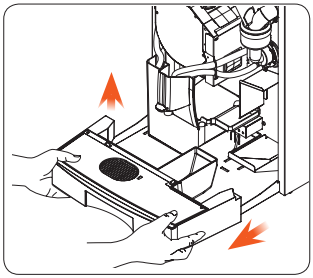
Note:
Whenever the quality or speed of the outgoing espresso changes, clean the upper filter thoroughly. It will be very likely partially clogged with tiny coffee particles. Cleaning this filter will solve the speed and quality issues.



- After this, proceed to clean the remaining surfaces of the group.
- Dry up the brewer using a soft rag. turn the brewer upside down and shake it to force as much water out as possible. Make sure to pay extra attention when drying up the powder cone located above the brew chamber, as this is the one receiving the grinded coffee. If this cone is humid, it may cause the cone clog with coffee powder.
- Once all cleaning is completed and the brewer heve been put back in place, we recommend to perform an auto-cleaning cycle.

Removing the drip tray

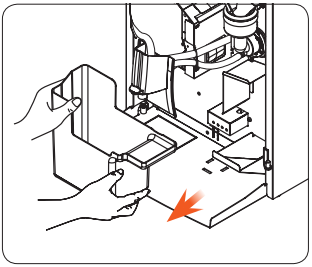




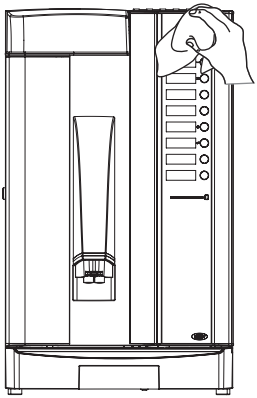
- Open the door.
- Pull the drip-tray slightly upwards to take it out of position.
- Remove the drip-tray

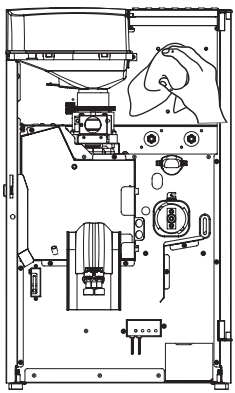
Removing the coffee waste tray

- Open the door.
- Lift the outlet if necessary in order to remove the coffee waste tray.
- Take out the waste tray and empty it.



Cleaning outside and inside of the machine





- Please use a soft rag and cleaning liquid agent to prevent scratches.
- Open, disassemble the canisters, the espresso group, remove the drip-tray, coffee waste tray, and mixing system removable parts, and proceed to clean all surfaces both inside and outside of the machine.

Temporary warnings messages

Important:
There are two levels of alarms, warnings and fixed alarms.

In this type of warnings, once the issue is solved, the message will disappear from the display and the machine will operate as normal.

Insufficient Credit

Insufficient Credit Warning

If a selection is made without having enough credit on the inserted smartcard, the display will show "Insufficient Credit Warning". Please, proceed to recharge the credit of your smartcard first to the nearest location, then insert the smart card again and select the desired beverage.

Empty Coffee Tray

Empty Coffee Tray

After a certain number of coffees, a warning showing "Empty Coffee Tray" will appear on the screen when the coffee waste tray is full to prevent coffee spillage inside the machine. To remove this warning, please proceed as follows:

- With the machine turned on, open the door of the machine.
- Lift the outlet if necessary in order to remove the coffee waste tray.
- Take out the waste tray and empty it, the micro-switch in the back of the tray once released will remove the warning message from the display.
- Please reassemble the waste tray and close the door to continue the normal operation.

Note:
The machine has to be powered as to detect if the waste tray is removed or not. In the case of emptying it with the machine powered off, the counter in the control board will not be reset to 0, and the error "Empty Coffee Tray" will appear the next time the machine is powered on.

Coffee Tray Alarm

Alarm Coffee Tray

Whenever the grounds coffee tray is removed from its place, an "Alarm Coffee Tray" will appear on the screen. This alarm resets the espressos counter to 0, (when it remains on for more than 2 secs).
During normal functioning of the machine when replacing the grounds coffee tray to its place, the alarm will dissapear. But, if this alarm lights up during the start up of the machine, we will have to restart it as to make it dissapear.

Take Cup

When the machine has finished dispensing a beverage, once the beverage is ready, this message will appear on the display for some seconds, advising to take the cup.

Air-Break Filling Up

Some times we will see this message appearing on the screen for a short while. During this short time, the machine will be temporarily unavailable, as it will be performing an internal refilling of an interior water deposit.

Drip-Tray Full

Drip-Tray full

The display will show the warning "Drip-Tray Full" when the drip-tray sensor pins detects the presence of water in front drip-tray, the machine will block dispensing of any beverage until the drip tray is emptied to prevent water spillage.

Alarms

This type of alarms requires the user to turn off and on the machine, in order to remove the message on the display. If the problem persist, the next time the machine is powered the alarm will show again.

No Coffee

When the machine runs out of coffee beans, the display will show "No Coffee". This alarm will show to prevent the grinder to overheat, in case the doser does not fill up with ground coffee. When the machine is showing "no coffee" on the display, it's not possible to dispense any beverage that include espresso.

In order to refill the bean hopper with coffee, please follow the steps described on page 12 To reset this alarm after refilling, please, restart the machine, turning off and on the main switch in the back.

Stop Irregular Cycle

The espresso group is controlled by two micro-switches located inside the grey gearbox, in the right side of the group. If the espresso group does not reach certain positions so that these two micro-switches are activated on time, when rotating to complete one cycle the alarm "Stop Irregular Cycle" will show on the display. This is normally occurring due to wrong assembly of the group. If after inspecting the group and making sure that is properly assembled the alarm keeps showing, please call service and support.

Temperature Probe Unconnected

This alarm occurs when the control board detects a failure in the connection of the temperature probe ntc. Disconnect the machine and call service & support.

Time-Out Alarm Filling Up

This alarm shows when an excessive time has been detected to fill up the air break deposit. This is often caused by too low pressure at the inlet valve.

Note: in some occasions more than one dispenser is connected to the same water supply; and from time to time, both machines will try to get water simultaneously, failing to give enough pressure, causing this alarm to show. Connecting each machine to an independent water supply will then solve this issue.

No Water

If the pump has been working for a certain time while dispensing a beverage and no water flow is detected by the flow meter, the display will show "No Water".

This can be caused by:

- The adjustment of the grinder being too thin, preventing the water from getting through the coffee cake. In order to solve this issue, try to adjust the grinder to a coarser setting then make two or three coffees (as described in page 10 due to the doser stores between two to three doses), to check if the flow improves, if still too slow, adjust coarser and try again.
- By a defective flow-meter unit, in which case, please call service and support for replacement.

Doser Error

Coffee Doser Error

If the control board detects a problem when opening the doser to empty the ground coffee into the espresso group chamber before the extraction starts, the display will show "Doser Error". This alarm can be caused by a bad connection in the wire of the doser to the control board, or by a defective doser unit. Disconnect the machine and call service and support.

Alarm Time-Out In Dication

Anti Flooding Alarm

If due to any reason, there is some kind of water leakage inside the machine, so that the control board detects (by the flow-meter count) water consumption without dispensing any beverage; the third time that the air break needs to be refilled, the display will show "Alarm Time-Out In Dication". Disconnect the machine and call service and support.

Alarm Temperature Boiler

Alarm Temperature Boiler

In case that the temperature probe inside the boiler, senses a temperature higher than a certain safety limit for more than 5 seconds, the display will show "Alarm Temperature Boiler" and the heating element will be disconnected. The alarm will remain as long as the temperature remains higher than the safety limit. The recommendation in this case is to disconnect the machine and call service and support.

What to do if

Outgoing speed of espresso decreases over time

The most common cause for this to occur is the lack of cleaning the espresso group. Paying special attention to the filters in the top piston and in the bottom of the chamber.

Other factors that can affect the performance and quality of the product in the cup are changing weather conditions, mainly humidity. If humidity is higher than usual, the speed of the outgoing espresso will be affected, please consider adjusting the grinder to a slightly coarser setting.

Mixer Cloggs

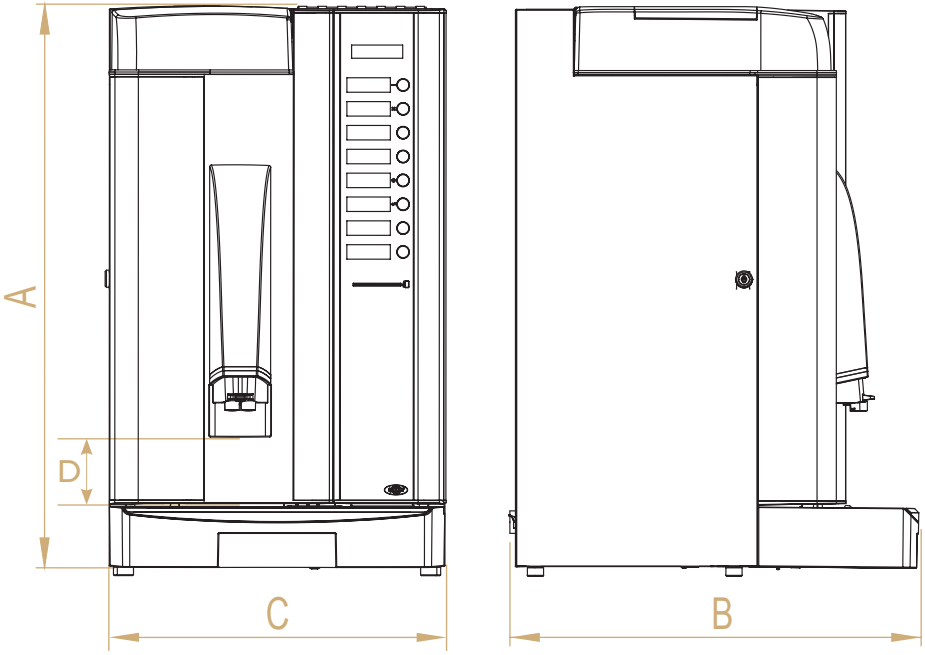
The clogging of the mixing bowl will cause water and soluble product to be spilled inside the machine. If this happens from the first time you use the machine; this will be very likely caused by using inappropriate soluble products or wrong recipes.

If this happens after the machine has been in service, please check that all the components in the mixing system are correctly assembled.

Water spillage under the machine

If water hardness is too low, it might be causing a defective level sensing in the machine. The reccomended hardness level is between 3 and 5^0 (Geman degree) (30mg/l). Lower levels will cause corrosion in the inner parts of the machine. To reduce water hardness problems it's recommended to install a water filter.

Brilliance 3.0



Model	A	B	C	D (Min~ Max)
Brilliance 3.0	664mm	474mm	394mm	75mm ~ 133mm

For the warranty to be valid the conditions for maintenance must have been followed according to our instructions, proper precaution has been made and warranty claim been issued without delay.

The affected equipment may not be used during awaiting service if there is any risk that the damage or defect would worsen.

The warranty will not cover consumption supplies such as glassware, normal maintenance such as cleaning of filters, contaminations in water, lime, incorrect voltages, pressure or adjustment of water amounts.

The warranty will not cover damages of defects caused by incorrect handling and operation of the appliance.

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